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PATENT #3
17207-00009

IN THE UNITED STATES OFFICE OF PATENTS AND TRADEMARKS

Applicants: Nabe et al.

Group Art Unit: 2164

Serial Number: 09/828,414

Filed: April 6, 2001

For: METHODS AND SYSTEMS FOR
CUSTOMER RELATIONSHIP
MANAGEMENT

CERTIFICATE OF MAILING

I certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Attention: Box Missing Parts, Washington, D.C. 20231, on August 9, 2001.


John S. Beulick, Reg. No. 33,338

RESPONSE TO NOTICE TO FILE MISSING PARTS

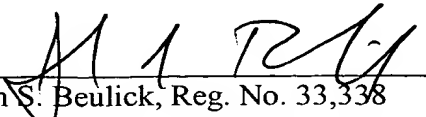
Attention: Box Missing Parts
Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Notice to File Missing Parts of Nonprovisional Application dated May 10, 2001, enclosed are the fully executed Declaration and Power of Attorney of Oumar Nabe and David J. Fogarty and the fully executed Declaration and Power of Attorney of Balwinder S. Samra. Also enclosed is the Part 2 - Copy to be Returned with Response, along with a Petition for Extension of Time.

The Commissioner is hereby authorized to charge the surcharge of \$130 and a one-month extension fee of \$110.00 to Deposit Account Number 01-2384. A duplicate copy of this letter is enclosed.

Respectfully submitted,


John S. Beulick, Reg. No. 33,338
ARMSTRONG TEASDALE LLP
One Metropolitan Square, Suite 2600
St. Louis, Missouri 63102-2740
(314) 621-5070



UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/828,414	04/06/2001	Oumar Nabe	17207-00009

John S. Beulick
Armstrong Teasdale LLP
One Metropolitan Sq., Suite 2600
St. Louis, MO 63102



CONFIRMATION NO. 5145
FORMALITIES LETTER



OC000000006064233

Date Mailed: 05/10/2001

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is unsigned.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 130.

*A copy of this notice **MUST** be returned with the reply.*

Customer Service Center
Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

08/16/2001 BSAYASI1 00000030 012384 09828414

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PATENT
17207-00009

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Nabe et al.

Serial No.: 09/828,414

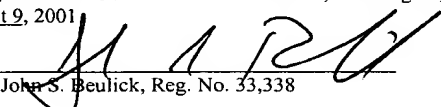
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Art Unit: 2164
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Examiner:
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CERTIFICATE OF MAILING

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John S. Beulick, Reg. No. 33,338

Assistant Commissioner for Patents
Washington, D.C. 20231

TRANSMITTAL OF FORMAL DRAWINGS

Enclosed are seventeen (17) sheets of formal drawings for the above-identified patent application.

Respectfully submitted,


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